

Provider Link

To: CPMG Primary Care & Specialist Physicians
Ancillary Providers
Rady Children's Hospital

From: Children's Physicians Medical Group, Inc. (CPMG)

Date: January 4, 2018

Re: **New CPMG/RCHN HMO Contract – Aetna Medi-Cal**

CPMG is pleased to announce through collaborative efforts with Rady Children's Hospital, we are expanding health plan participation opportunities in San Diego County.

Rady Children's Health Network has entered into a contractual agreement with *Aetna Better Health*, a newly formed Medi-Cal HMO health plan product, effective **January 1, 2018**. This health plan offering will only be provided in San Diego County. Please see the attached letter from Aetna for details.

Like our existing RCHN HMO health plan contracts, members will have access to all CPMG PCPs and the existing RCHN network of providers.

What This Means To You:


CONTRACT AMENDMENTS:

PCPs will be receiving contract amendments shortly, adding this additional health plan product to your capitation compensation exhibits.

Contract agreements/rates for specialist physicians and ancillary providers will remain the same.

MEMBERSHIP/ELIGIBILITY:


Membership will begin to appear 1/1/2018. Please see below for a sample ID card and refer to the attachment for more information about eligibility verification.

AETNA BETTER HEALTH® OF CALIFORNIA 
Medi-Cal

Name *Last Name, First Name*
Member ID # 0000000000 **DOB** 00/00/0000 **Sex** X

PCP *Last Name, First Name*
PCP Phone 0-000-000-0000 **Effective Date** 00/00/0000

IPA *Name*
IPA Phone 0-000-000-0000

RxBIN: 610591 **RxPCN:** ADV **RxGRP:** RX8808
Pharmacist Use Only: 1-866-785-5702 

THIS CARD IS NOT A GUARANTEE OF ELIGIBILITY, ENROLLMENT OR PAYMENT. MECAIPAL

Member Services/Servicios al Meimbro: 1-855-772-9076, TTY 711, 24/7

Urgent care: Call your primary care provider (PCP)

Atención de urgencia: Llame a su proveedor de cuidado primario (PCP)

Emergency care: If you are having an emergency, call 911 or go to the closest hospital. You don't need preapproval for emergency transportation or emergency care in the hospital.

Atención de emergencia: Si tiene una emergencia, llame al 911 o vaya al hospital más cercano. No necesita aprobación previa para el transporte de emergencia o la atención de emergencia en el hospital.

aetnabetterhealth.com/california CAIPAL

AUTHORIZATIONS / REFERRALS:

Please use the existing CPMG/RCHN Quick Reference Guide, forms and processes. Authorization requests should be submitted via the EZNet provider portal, www.eznet.rchsd.org.

Patients should continue to be directed to the CPMG/RCHN network of physicians, ancillary providers & Rady Children's Hospital.

Rosters, forms and additional information can be found on our website, www.cpmgsandiego.com, under the physician login section:

UserName: cpmgdocs
Password: Cpmgdocs2010

CLAIMS:

Submit professional claims utilizing your current process for all other CPMG/RCHN members (Office Ally, Athena, etc), payor ID: RCHN1.

Submit DME & facility claims to:

Rady Children's Hospital
3020 Children's Way MC-5099
San Diego, CA 92123

Should you have any questions regarding this notification, please contact the CPMG Provider Relations Representatives listed below:

Rhonda Kocher
(858) 634-4951
rkocher@rchsd.org

Taylor Neff
(858) 634-4954
tneff@rchsd.org

Aetna Better Health® of California
10260 Meanley Drive
San Diego, CA 92131
1-855-772-9076



AETNA BETTER HEALTH® OF CALIFORNIA

Managed Care Plan option for Medi-Cal members

Aetna Better Health of California (ABHCA) is proud to partner with local Independent Practice Associations (IPAs) to help us serve Medi-Cal members in Sacramento and San Diego counties. These partnerships will allow us to provide quality health care and access to vital health services to thousands of Medi-Cal clients. It is our goal to ensure we communicate and collaborate with you to provide timely, effective, quality health care services to our members.

As a valued provider of services through Rady Children's Health Network , you were automatically added into our network. As we prepare to begin serving our members effective January 1, 2018, we anticipate the Department of Health Care Services (DHCS) will reach out to our partners to verify our contracts with Rady Children's Health Network and may contact you and/or members of your staff. If you would like information about our partnership or have general questions about ABHCA, please contact us at 1-855-772-9076, we are happy to assist in any way we can.

Sincerely,

A handwritten signature in blue ink, appearing to read "Chet C. Uma".

Chet C. Uma
Chief Executive Officer

A handwritten signature in blue ink, appearing to read "Jeffrey J. Dzedzic".

Jeffrey J. Dzedzic
Chief Operations Officer

Aetna Better Health (Medi-Cal) Effective: 1/1/2018

Aetna Better Health of California	10260 Meanley Drive San Diego, CA 92131 1-855-772-9076
Claim Appeals	CPMG/RCHN P.O. Box 23076 San Diego, CA 92193
Claims Submission	Office Ally/ Payor ID: RCHN1
Language Assistance/ Interpreter Services	Phone: 1-855-772-9076
PM160 Submission	The forms can be submitted either via fax: (959)888-4487 or email: AetnaBetterHealthCACM@AETNA.COM
CPMG Provider Relations	Rhonda Kocher Taylar Neff rchocher@rchsd.org tneff@rchsd.org (858) 634-4951 (858) 634-4954
CPMG Customer Service	877-276-4543
Authorization/Claim Inquiry	EZNet Provider Portal: www.eznet.rchsd.org